Unemployment rate on usual status basis has marginally gone up from 1.90% in 1993-94 to 2.23% in 1999-2000.

(c) and (d) Creation of around 5 crore employment opportunities during the 10th Plan Period was targeted. Out of these, around 3 crore were to be generated in the normal growth process and remaining 2 crore through special employment generation programmes both in organized and unorganized sector in the country. Moreover, " National Rural Employment Guarantee Scheme" for rural area has been launched to provide livelihood security to rural people by providing 100 days of work to each rural household.

Monitoring of working conditions of employees in Business Processes Outsourcing

2660. SHRI N.R. GOVINDARAJAR: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government have any proposal to monitor the working conditions of the employees in Business Processes Outsourcing sector and ensure implementation of various labour laws in this sector;

(b) if so, the details thereof;

(c) whether any survey has been conducted on the working conditions of employees in BPO sector in the country; and

(d) if so, the details thereof?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) and (b) Business Process Outsourcing (BPO) units are covered under the existing labour laws. The State Governments are the "appropriate Government" under the various labour laws and legally vested with powers to deal with violation of labour laws in BPO Sector. The Central Government has, however, written to the State Governments to implement the labour laws in the BPO sector.

(c) and (d) A micro-level study relating to labour in Business Process Outsourcing was conducted by one of the Associate Fellows of the V.V. Giri National Labour Institute, an autonomous society under the Ministry of Labour and Employment. The study was conducted during 2003. The report of the study was based on the findings of a field survey conducted in

a limited geographical cluster of 277 customers care agents from 6 call centres in NOIDA (UP).

The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPO sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the Institute or of the Ministry of Labour and Employment.

Appraisal of Planning Commission

2661. SHRI C. PERUMAL: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether there has been fall in employment even after reforms were launched in 1991 according to mid-term appraisal of Planning Commission;

(b) if so, the details thereof; and

(c) the steps taken to generate more employment opportunities?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) No, Sir.

(b) Does not arise.

(c) Government targeted creation of around 5 crore employment opportunities during the 10th Plan Period. Out of these, around 3 crore were to be generated in the normal growth process and remaining 2 crore through special employment generation programmes. Moreover, "National Rural Employment Guarantee Scheme" for rural people has also been launched.

Safeguarding interest of labourers in Delhi

†2662. SHRI JAI PARKASH AGGARWAL: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) the details of steps taken so far to safeguard the interests of labourers working in the industrial units to be closed down owing to the directions of the apex court in the National Capital Region of Delhi;

†Original notice of the question was received in Hindi.